

SAP Customer Center of Excellence

Global Virtual Summit- April 5-7, 2022

Customer Insights from the SAP Business Technology Platform COE

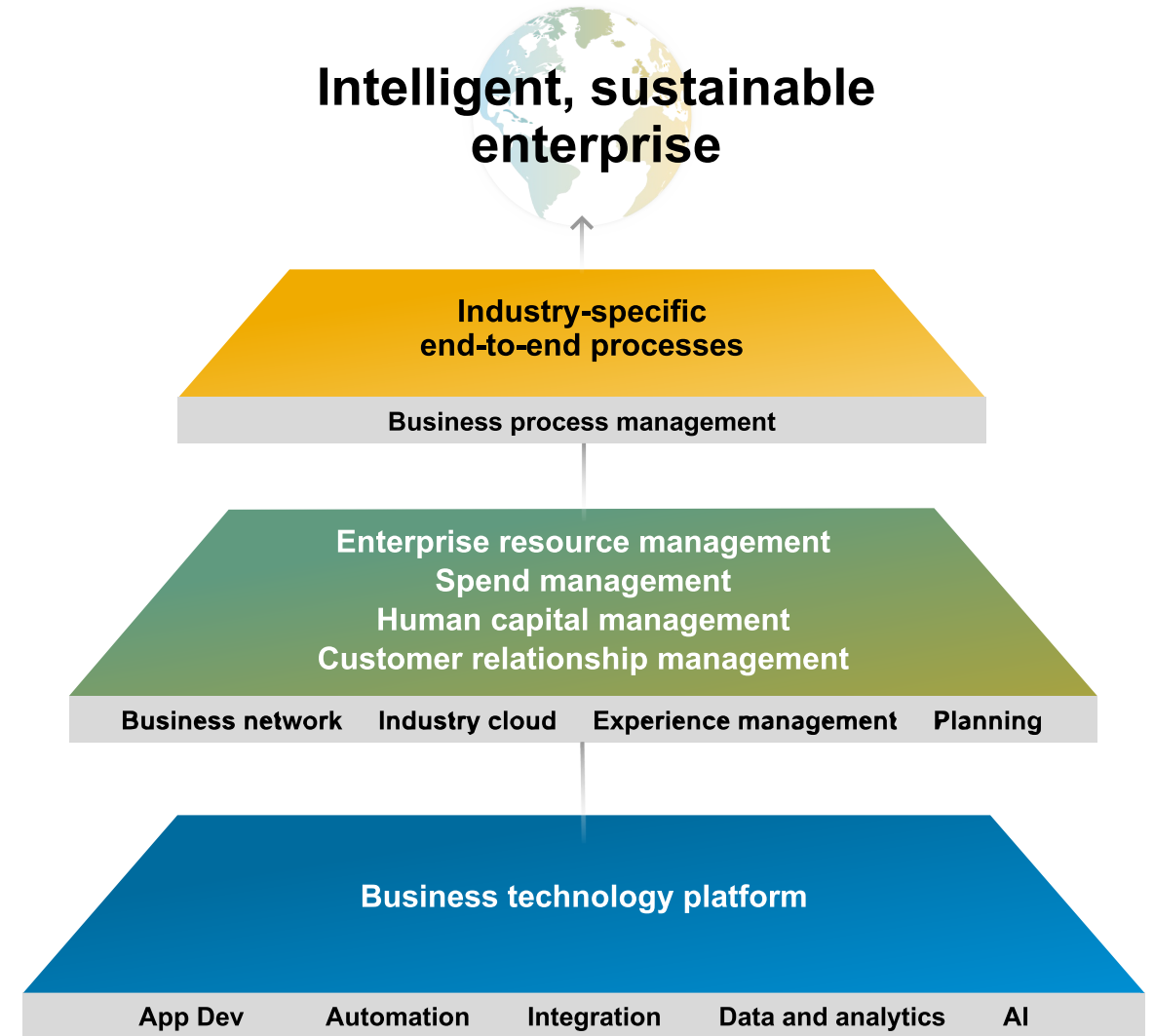
John Gibson

Global Head, SAP Business Technology Platform COE

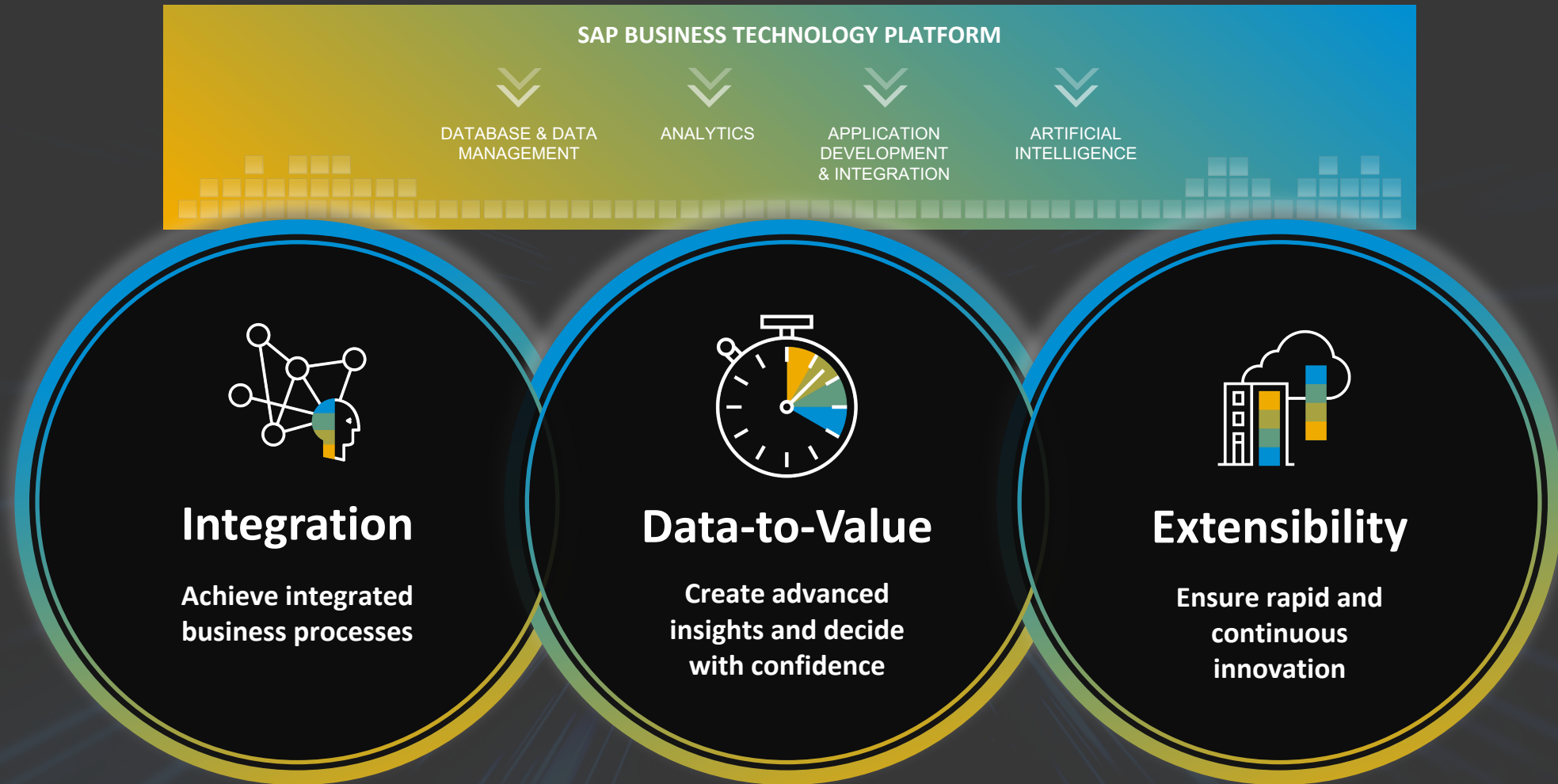
April 2022



Enable every enterprise
to become an **intelligent,
sustainable enterprise**

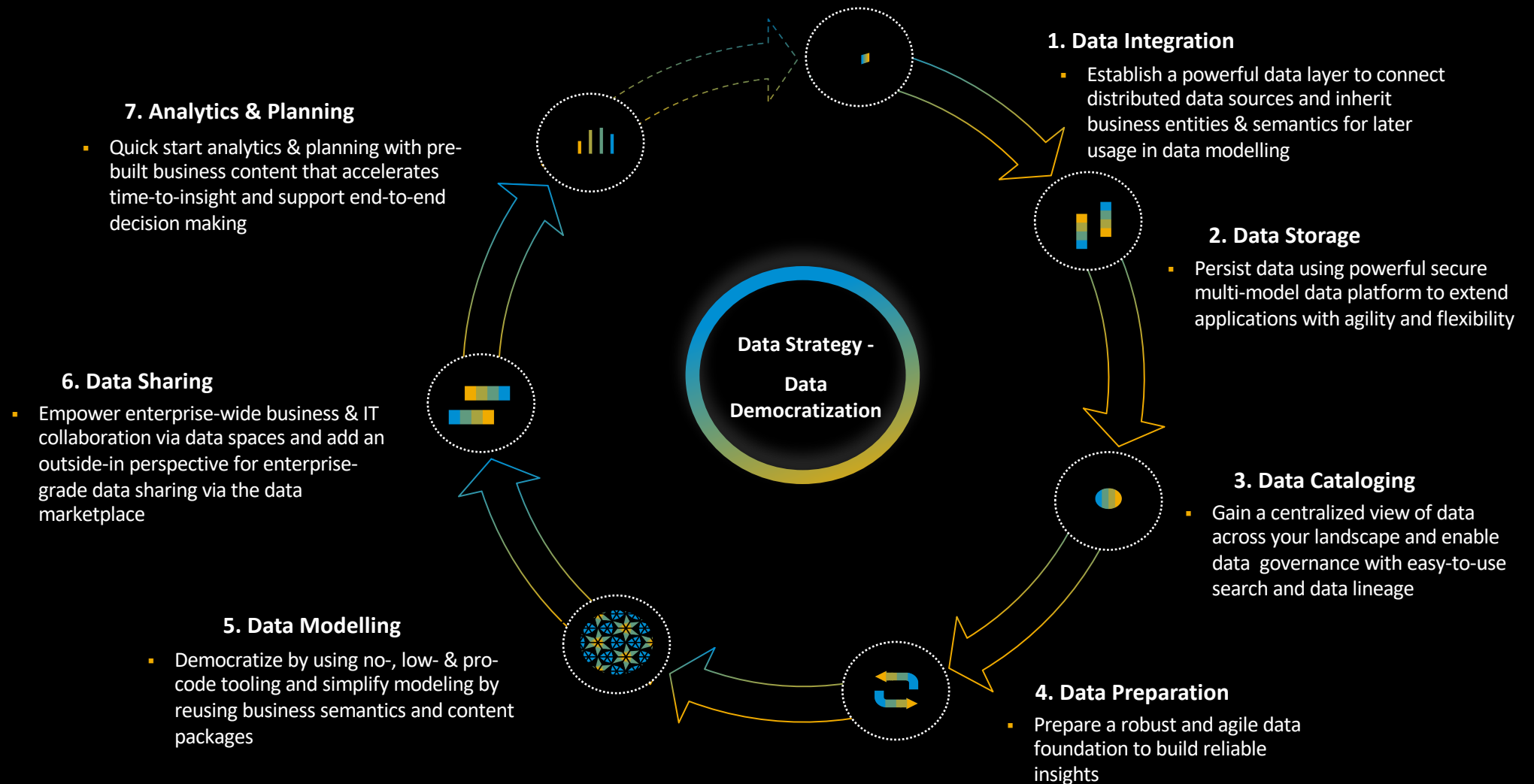


Technology Categories



Data-to-Value Solution Path

Data Democratization: Bring Autonomy and Value to the Entire Business



What is a COE?

- Centre of **Excellence** – This word should mean something. It is who you are and what you deliver
- Do vs Don't – The COE should not be responsible for day2day activities
- Prioritize, focus and deliver. You can't do everything....and there's lots of things to do!
- What is new, what is complex, what is strategically urgent
- As a global team we focus on what is required at a global level
- Know the answer and help to apply the answer

Global COE Role descriptions

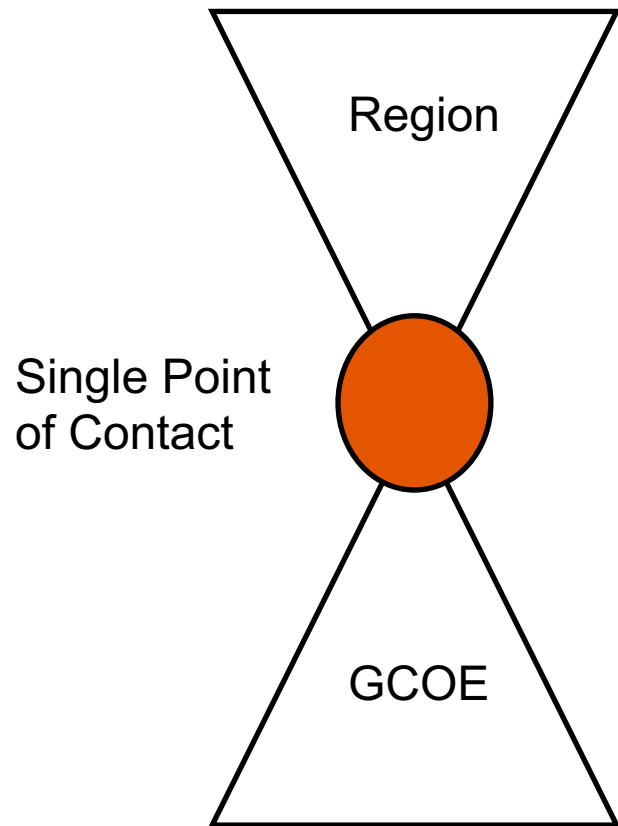
Business Lead

- Maintain holistic, end to end view of Solution Area
- Initial point of contact
- Understand Business priorities
- Industry expert / LOB Expert
- Identify and quickly replicate successes and best practices

Tech Lead

- Hands-on technical depth
- Deeper technical engagements
- Escalations and technical fixes
- Product input to engineering
- Work with Dev and Solution teams on roadmap
- Deep new product and new release knowledge

Global - Regional model via the Single Point of Contact



- Understand the regional priorities and connect with regional leaders from different teams
- Understand GCOE best practices from other regions
- Deploy global resources to assist regional priorities and impact global strategy

SAP BTP COE – Change in engagement types

<u>Before</u>	<u>Now</u>
Complex Data Architecture	Data Architecture for a reason
Deep Data Science	3 layers of SAP Data Science
New Solutions	Continuous Innovation
	Blending of Apps and Platform
	Industry and LOB specific Technology solutions
	Speed

Examples

Continuous Process Improvement Workshop



What is it?

2.5 hrs use case driven workshop on business process modeling and optimization

Interactive discovery of relevant use cases and next steps

Recommended attendees:

- Business & Data Analysts
- Process owners
- Innovation teams



What is in the agenda?

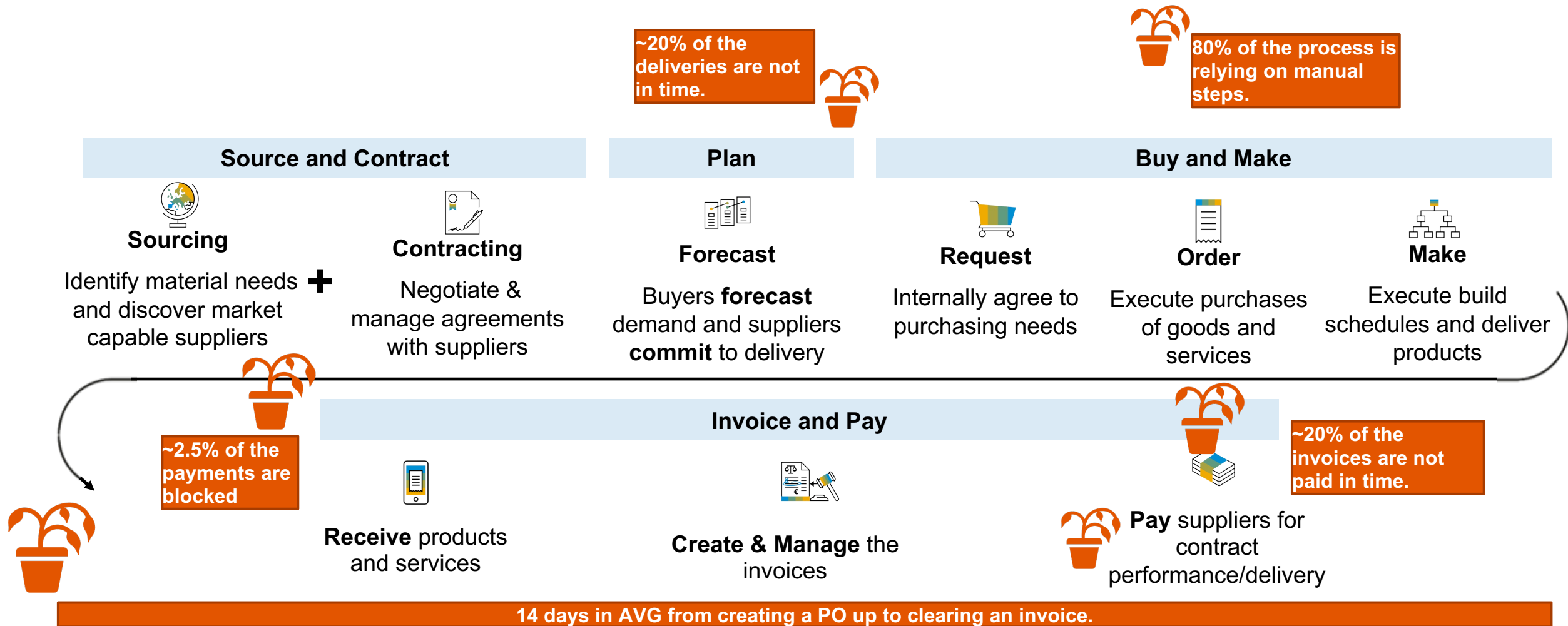
1. SAP vision and tools in Process Improvement
2. Expert driven demos (E2E Procure to Pay process improvement scenarios)
3. Leverage the **Process Discovery Report** to identify pain point and potential areas for improvement (using Mural)



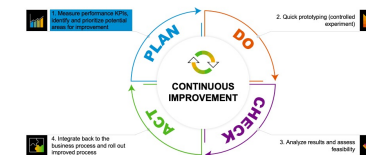
Why should you attend?

- Learn how a business process can be modeled, mined and optimized
- Interact with experienced, hand-on facilitators
- Identify and prioritize next steps (e.g. Technical workshop, use case deep dive, etc.)
- Post workshop findings consolidation, mapping to tools & architecture and playback

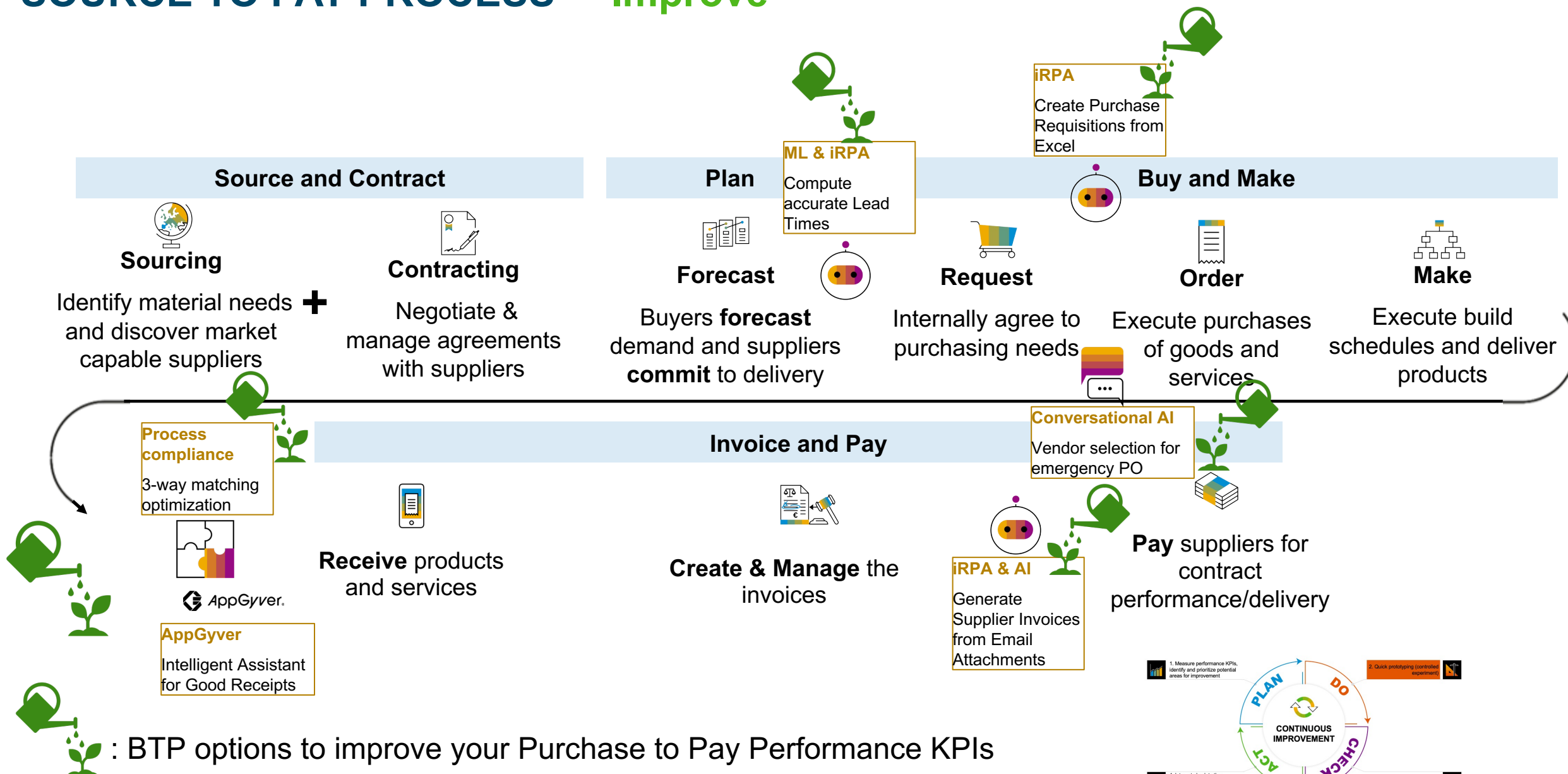
SOURCE TO PAY PROCESS – ~~operates according to initial standards~~ not really



: Your Actual Purchase to Pay Performance KPIs



SOURCE TO PAY PROCESS – Improve



: BTP options to improve your Purchase to Pay Performance KPIs



Data and Analytics Strategy Assessment Findings and Recommendations

Analytics Strategic Planning

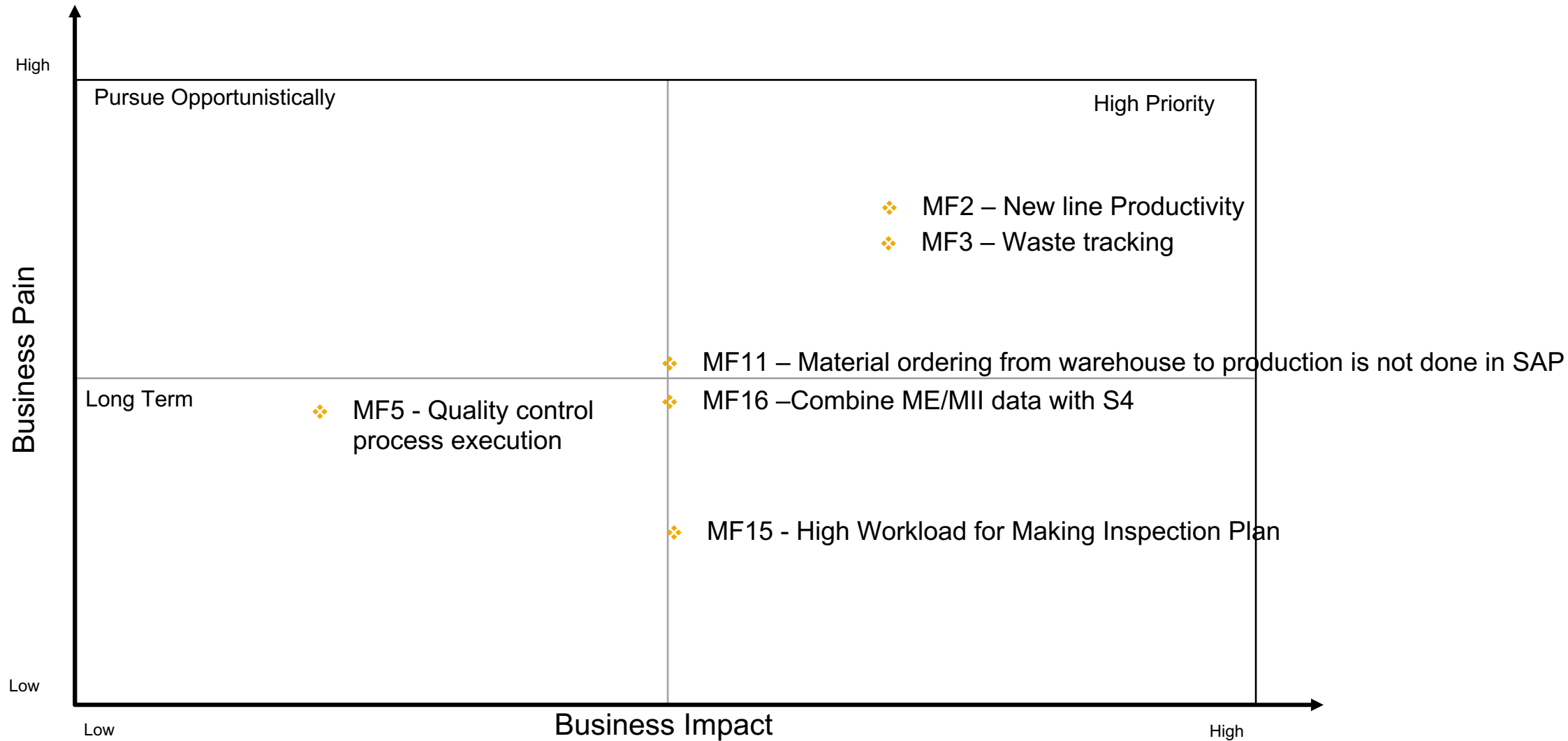
Solve the Immediate Pain *AND* Setup the Next Phase of Use Cases



Source: IDC, 2018

Business Challenge Matrix

Manufacturing

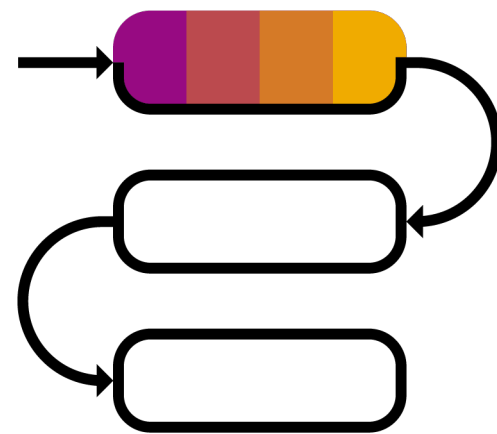


HXM

Extend, Enhance and Elevate HXM with SAP Process Automation

Product Success, SAP Process Automation
February, 2022

PUBLIC

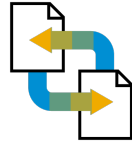


THE BEST RUN



Where Process Automation Adds Value?

Data Collection



Consolidate and manipulate data & documents from multiple data sources, e.g. candidates, employees, vendors, websites, SAP SuccessFactors

High Volume Transactions



Handling process steps multiple times, like copy & paste e.g. data entry, report generation, data migration

Extended “Recruit to Retire” Processes



Digitize the entire journey across multiple applications during process execution e.g. web application, SAP SuccessFactors, SAP S/4HANA and non-SAP systems

Approvals



Dynamic workflows for various processes that help collect necessary approvals, update system of records and manage initiatives & budgets

Simplify New Processes



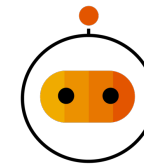
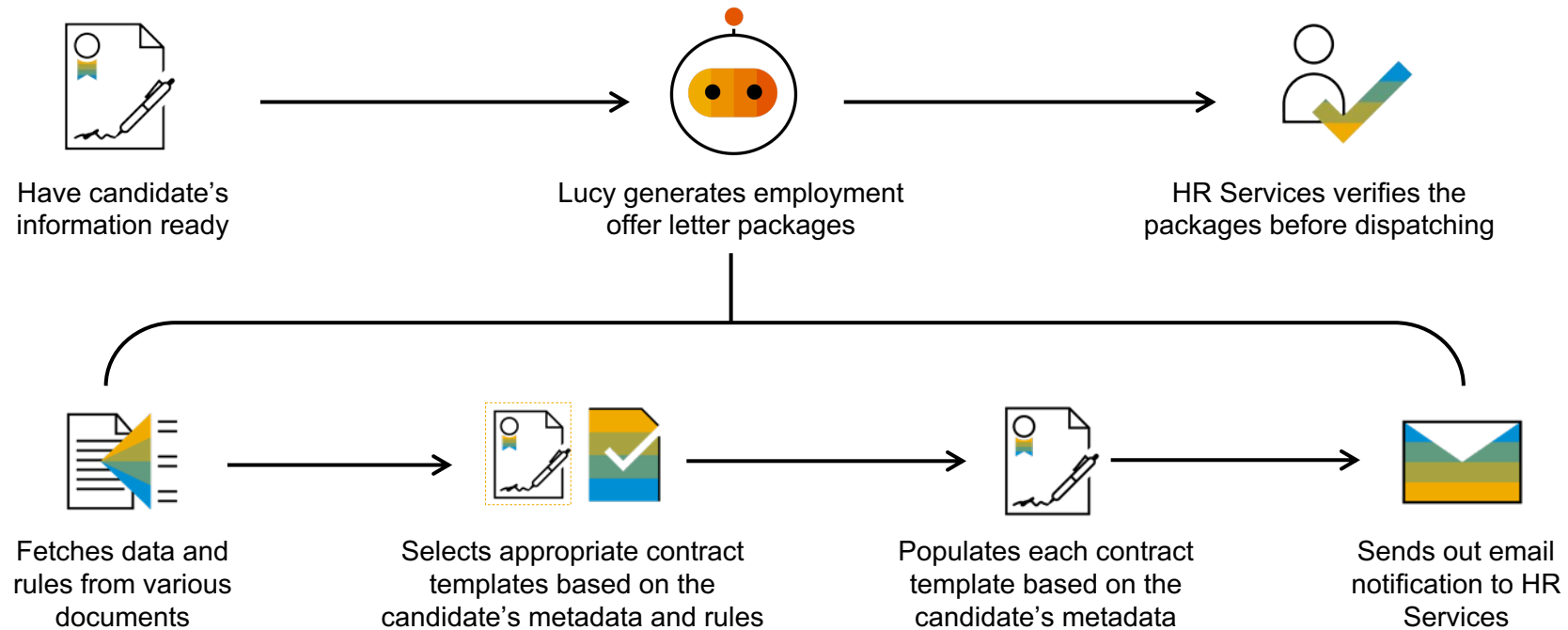
Elevate employee experience by creating new extended digitized processes with seamless integration with SAP SuccessFactors and other applications

Process Visibility



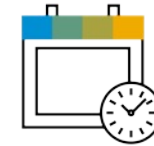
Get visibility of live process journey, time taken at each step & entire process, where are requests, SLAs breached, escalations

Success Story: Offer letter generation



<1 minute taken
to generate one
package by Lucy

At least **8x** faster
as compared to the
as-is process



24/7
availability without
human supervision

Improved Efficiency
Business process
automation with reduced
manual steps



**High-Quality
Output**
Eliminating potential
human errors



**Faster Time-To-
Value**
Ease of implementation
and roll-out



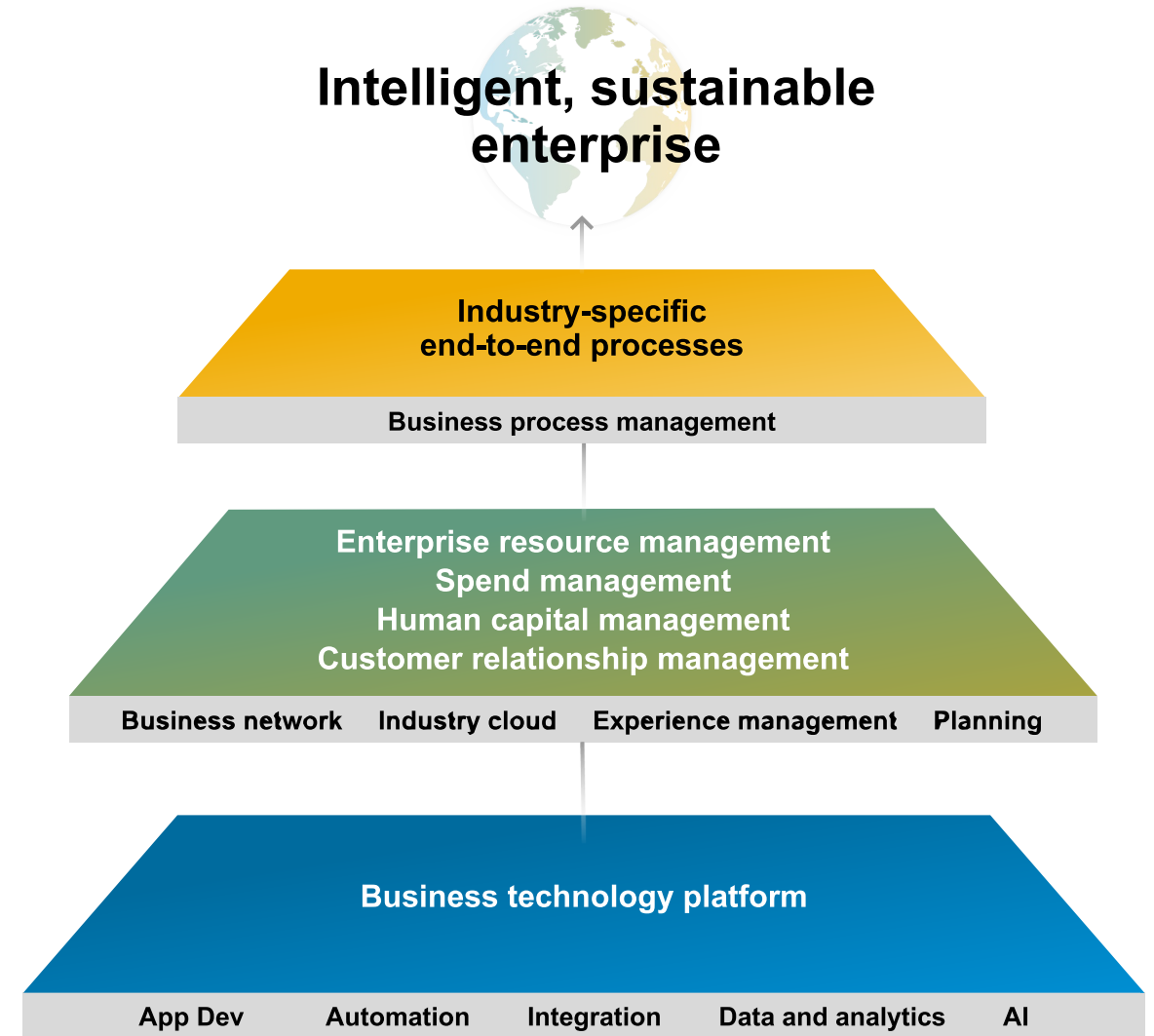
**Co-Innovation
Leading to Success**
SAP's journey towards
Intelligent Enterprise



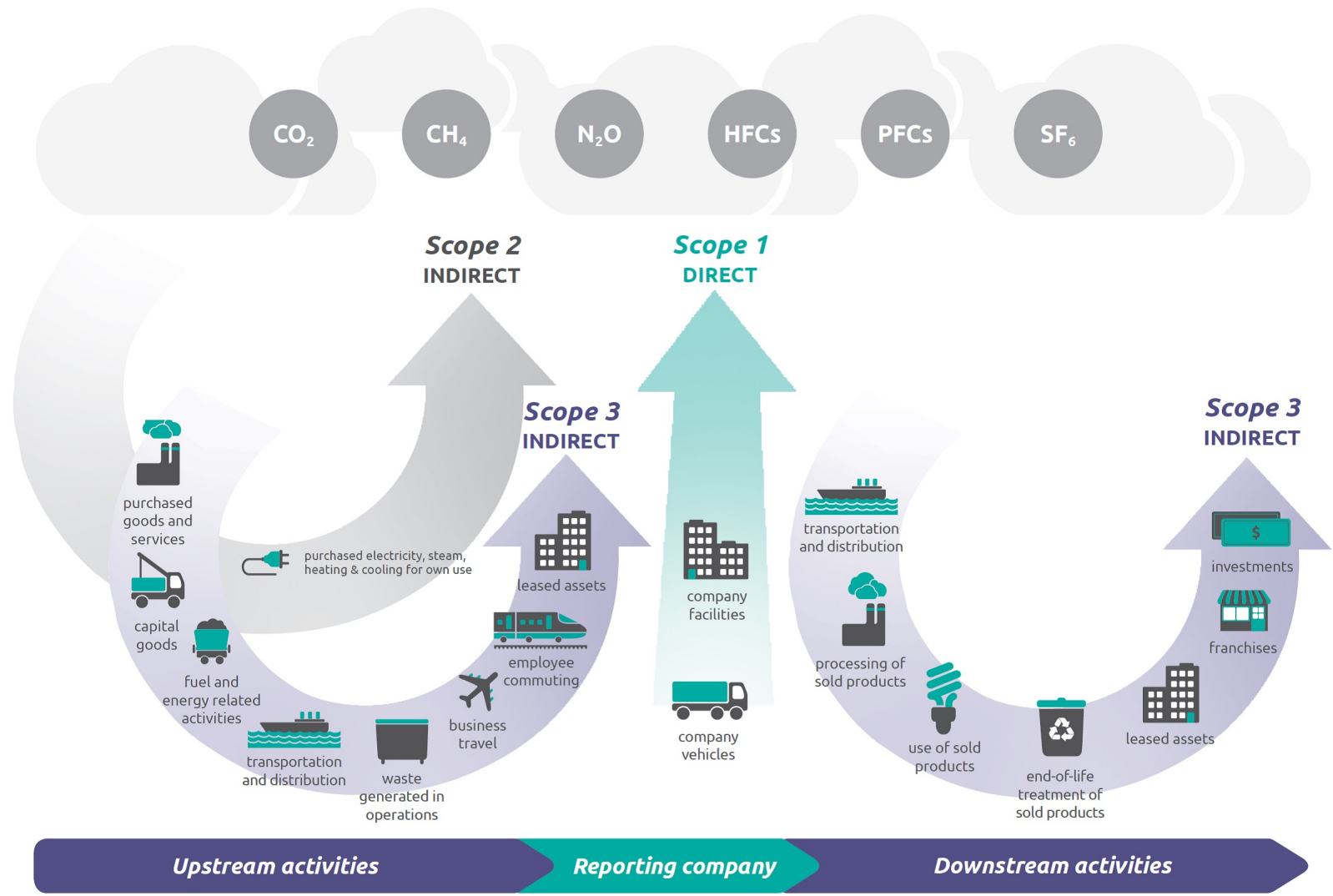


BTP for Sustainability

Enable every enterprise
to become an **intelligent,**
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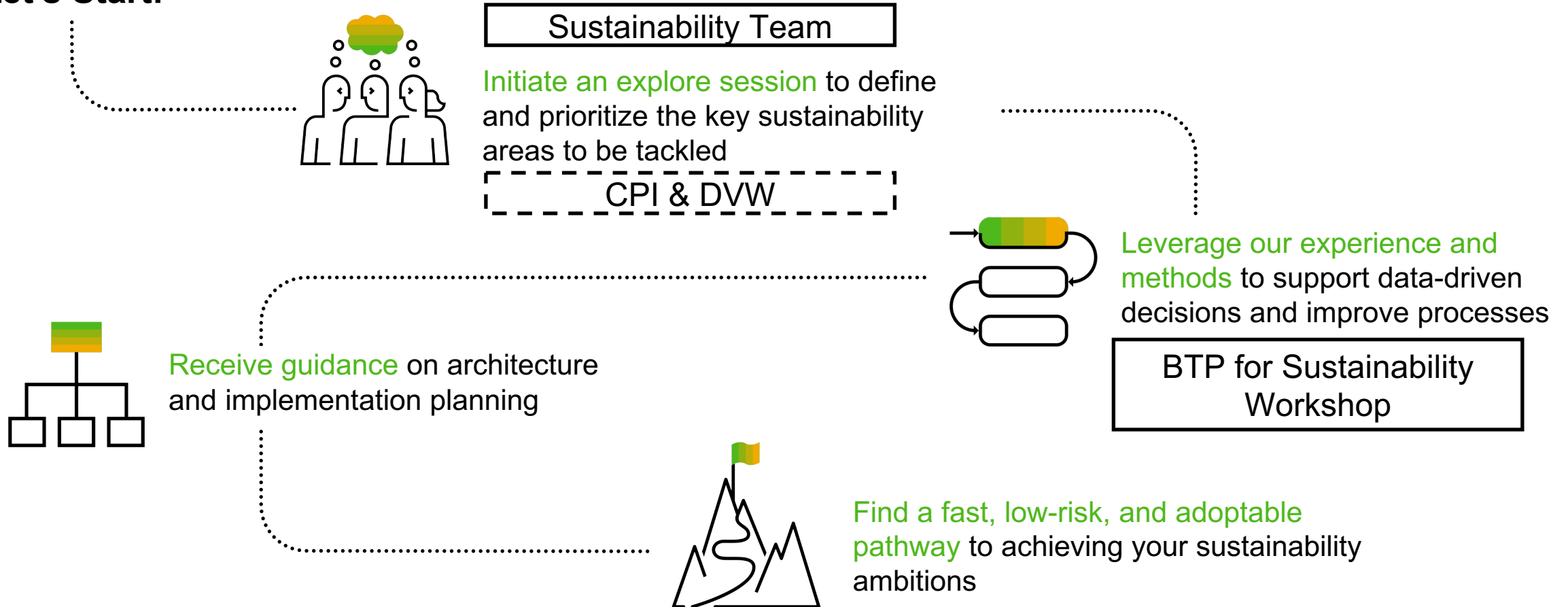
Scope 1, 2, & 3 – GHG Protocol





The Next Steps in Your Sustainability Journey with SAP

Let's Start!



Thank You!

John Gibson

Global Head, SAP Business Technology Platform Centre of Excellence

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